Application Serial No.: 09/903,360   Reply to Office action of: July 30, 2005
Filing Date: July 10, 2001   Attorney Docket No.: ARC920010013US1

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in this application:

Listing of Claims:

1. (Currently amended) A <u>processor-implemented</u> method to automatically assist a user recover from an unexpected disruption of service, <u>upon receiving a user request for assistance</u>, comprising ~~the steps of~~:

~~the user sending a notification to a service disruption service requesting assistance;~~

<u>a surrogate interface retrieving a list of candidate helpers;</u>

automatically determining the user's current location;

<u>wherein for each candidate helper, a calendar interface, a location interface, a profile interface, and a status interface automatically determining the following: current location, capability, suitability, and calendar events for each candidate helper;</u>

<u>based on the calendar events, automatically projecting a physical location of each candidate helper, at a projected assistance period, for rendering service to the user;</u>

~~mapping locations and schedules of candidate helpers who are able to travel to the user's current location to provide assistance;~~

~~preparing a list of candidate helpers based on the user's current location and the candidate helpers' locations and schedules; and~~

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if the projected physical location for each candidate helper is
determined to be suitable, further determining other obligations for said
each candidate helper during the assistance period; and

wherein if the other obligations of said each candidate helper are
determined to be acceptable, automatically dispatching one or more
candidate helpers from the list of candidate helpers.

2. (Currently amended) The method of claim 1, further including ~~the~~
~~step of~~ sending the list of candidate helpers to the user.

3. (Original) The method of claim 2, further including the user
selecting the one or more candidate helpers to be automatically
dispatched.

4. (Currently amended) The method of claim 3, further including ~~the~~
~~step of~~ determining the user's location for a future task; and
accounting for the user's location for a future task in preparing the list
of candidate helpers.

5. (Canceled)

6. (Currently amended) The method of claim 1, wherein the ~~step of~~
~~sending the notification of the service disruption includes the step of~~
~~sending~~ user' request for assistance comprises an emergency request.

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     7. (Currently amended) The method of claim 6, further including ~~the step of~~ executing an emergency request routine in response to the emergency request.

     8. (Currently amended) The method of claim 1, wherein ~~the step of~~ sending the notification of the service disruption includes ~~the step of~~ sending a transportation request.

     9. (Currently amended) The method of claim 8, further including ~~the step of~~ executing a transportation request routine in response to the transportation request.

     10. (Currently amended) The method of claim 1, wherein ~~the step of~~ sending the notification of the service disruption includes ~~the step of~~ sending a technical assistance request.

     11. (Currently amended) The method of claim 10, further including ~~the step of~~ executing a technical assistance routine in response to the technical assistance request.

     12. (Currently amended) The method of claim 1, wherein ~~the step of~~ sending the notification of the service disruption includes ~~the step of~~ sending an information resource request.

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13. (Currently amended) The method of claim 12, further including
~~the step of~~ executing an information resource routine in response to the
information resource request.

14 - 18 (Canceled)

19. (Currently amended) A <u>processor-implemented</u> service disruption
system that automatically assists a user recover from an unexpected
disruption of service<u>, upon receiving a user request for assistance,</u>
comprising:

~~a client module that transmits a notification to the service disruption~~
~~requesting assistance;~~

<u>a surrogate interface for retrieving a list of candidate helpers;</u>

a server module that automatically determines the user's current
location;

<u>wherein for each candidate helper, a calendar interface, a location</u>
<u>interface, a profile interface, and a status interface automatically</u>
<u>determine the following: current location, capability, suitability, and</u>
<u>calendar events for each candidate helper;</u>

<u>based on the calendar events, automatically projecting a physical</u>
<u>location of each candidate helper, at a projected assistance period, for</u>
<u>rendering service to the user;</u>

~~the server module mapping locations and schedules of candidate~~
~~helpers who are able to travel to the user's current location to provide~~
~~assistance;~~

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~~the server module further preparing a list of candidate helpers based~~
~~on the user's current location and the candidate helpers' locations and~~
~~schedules; and~~

if the projected physical location for each candidate helper is
determined to be suitable, a server module determines other obligations
for said each candidate helper during the assistance period; and

wherein if the other obligations of said each candidate helper are
determined to be acceptable, the server module automatically
transmitting a request for assistance to one or more candidate helpers'
modules from the list of candidate helpers.

20. (Currently amended) The service disruption system of claim 19,
~~wherein the user module includes a client session manager.~~
further comprising a user module for transmitting the user request for
assistance.

21. (Original) The service disruption system of claim 20, wherein the
user module further includes a GPS interface.

22. (Original) The service disruption system of claim 20, wherein at
least one of the candidate helpers' modules includes a substitute session
manager and a GPS interface.

23. (Original) The service disruption system of claim 20, wherein the
server module includes a plurality of server information interfaces.

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24. (Original) The service disruption system of claim 23, wherein the
server module further includes a plurality of server information databases.

25. (Canceled)

26. (Currently amended) A ~~software~~ computerprogram<u>product</u>
<u>having executable program codes stored on a computer-readable</u>
<u>medium,</u> that automatically assists a user recover from an unexpected
disruption of service<u>, upon receiving a user request for assistance,</u>
comprising:
   ~~means for transmitting a request for assistance;~~
   <u>a program code for retrieving a list of candidate helpers;</u>
   ~~means~~ <u>a program code</u> for automatically determining the user's
current location;
   <u>wherein for each candidate helper, a program code automatically</u>
<u>determines the following: current location, capability, suitability, and</u>
<u>calendar events for each candidate helper;</u>
   <u>based on the calendar events, a program code automatically</u>
<u>projects a physical location of each candidate helper, at a projected</u>
<u>assistance period, for rendering service to the user;</u>
   ~~means for mapping locations and schedules of candidate helpers~~
~~who are able to travel to the user's currentlocationtoprovideassistance;~~
   ~~means for automatically preparing a list of candidate helpers based~~
~~on the user's current location and the candidate helpers' locations and~~
~~schedules; and~~

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if the projected physical location for each candidate helper is
determined to be suitable, a program code determines other obligations
for said each candidate helper during the assistance period; and

wherein if the other obligations of said each candidate helper are
determined to be acceptable, a program code means for automatically
transmits transmitting a request for assistance to one or more candidate
helpers from the list of candidate helpers.

27 - 28. (Canceled)

29. (New) The computer program product of claim 26 further
comprising a user for transmitting the user request for assistance.

30. (New) The computer program product of claim 29, wherein the
user module further includes a GPS interface.

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